

Signature Healthcare Brockton Hospital - FY2012

Community Benefits Mission Statement

Signature Healthcare Brockton Hospital is a private, not-for-profit, community-based teaching hospital serving more than 460,000 residents in more than 20 southeastern Massachusetts communities. Our mission is to be the leading community based healthcare delivery system in Southeastern Massachusetts, providing the full range of primary care, specialty care, hospital care and related ancillary services on a coordinated basis. Signature Healthcare physicians and Signature Healthcare Brockton Hospital strive to be recognized as the "providers of choice" by staff, patients and the community. We are guided by these principles:

- Take a leadership role in assessing the health care needs of the Metro South area by committing to a hospital-community partnership and by collaborating with other providers and community members to offer a broad range of education, health services and other activities for all patients and, in particular, the underserved and disadvantaged populations.
- Develop new services and programs, and participate in alternative delivery and regional health care systems, to respond to community need and enhance access to care.
- Participate in the education of health care professionals to enhance the Hospital's access to medical expertise and to assure the most up-to-date approaches for providing care.
- Commit to an electronic medical record environment aimed at (i) reducing medical errors with more accurate and timely information for providers, (ii) enhancing physician productivity and job satisfaction, (iii) responding to consumer requests to electronic communication.
- Be an equitable employer that values and rewards excellence in its associates.
- Manage finances aggressively to remain cost effective and fiscally sound.

Part of Signature Healthcare Brockton Hospital's community focus, and indeed the very core of our mission, is to care for those in greatest need. We are especially proud of our distinguished, century-plus tradition of reaching out to all patients in our community, from every walk of life, regardless of their ability to pay.

Target Populations

Name of Target Population	Basis for Selection
All individuals who are effected by Diabetes and Obesity	High Risk population per Needs Assessment
429,000 individuals in our primary and secondary service area	Statistics showing population at high risk for obesity and diabetes

Publication of Target Populations

Not Specified, Other - www.MySignatureCare.org

Hospital/HMO Web Page Publicizing Target Pop.

www.MySignatureCare.org

Key Accomplishments of Reporting Year

1. Signature Healthcare was honored with an "A" Hospital Safety Score by The Leapfrog Group, an independent national nonprofit run by employers and other large purchasers of health benefits. The Hospital Safety Score was compiled under the guidance of the nation's leading experts on patient safety and is designed to give the public information they can use to protect themselves and their families. Of the 2618 general hospitals issued a Hospital Safety Score nationwide, 790 earned an "A," or 30%.
2. Vascular Laboratory awarded a three-year term of accreditation in Vascular Testing in four areas; Peripheral Venous Testing, Extracranial Cerebrovascular Testing, Peripheral Arterial Testing, and Visceral Vascular Testing by the Intersocietal Accreditation Commission (IAC), the only Vascular Lab on the South Shore with these four accreditations.

3. Signature Healthcare received the American Heart Association/American Stroke Association's "Get With The Guidelines®-Stroke" Gold Plus Quality Achievement Award, a hospital-based quality improvement program that empowers healthcare teams to save lives and reduce healthcare costs by helping hospitals follow evidence-based guidelines and recommendations
4. Signature Medical Group recognized in Harvard Pilgrim Health Care's 11th annual Physician Group Honor Roll – one of only 23 groups honored in Massachusetts. The honor roll, according to Harvard Pilgrim, highlights physician groups achieving excellent results in their approach to disease prevention and the handling of acute and chronic illness for both adult and pediatric patients. Signature Medical Group not only received this honor, but also a status of distinction. Out of the 34 groups listed from three states that include Massachusetts, New Hampshire and Maine, only 29 practices received the distinguished "distinction" status. This status indicates that the groups have exceeded the national 90th percentile on all domains used in the evaluation.

Plans for Next Reporting Year

For FY 2013, Signature Healthcare will continue it's focus on Diabetes and Obesity. Both of these diseases are prevalent in the Brockton community and we feel that we can continue to educate our population on these two health disparities. We will continue the great work by partnering with businesses, community and social service agencies.

Community Benefits Process

Select Community Benefits Process

Community Benefits Leadership/Team

In 2012 Signature Healthcare focused on Obesity and Diabetes. Throughout this process regular meetings were held with internal employees as well as members of the community including the Brockton's Public Schools, Brockton's Promise and Pioneering Healthy Communities.

Community Benefits Team Meetings

The Signature Healthcare Community Benefits Team met on a regular basis throughout the year to prepare educational materials and for educational seminars for the community, primarily our Wellness Wednesday Programs. This team included physicians, nurses, Diabetes educators, and members of the Brockton community.

Community Partners

Brockton's Promise Healthy Start Team
Old Colony YMCA
Pioneering Healthy Communities

Community Health Needs Assessment

Date Last Assesment Completed and Current Status

December 2010 and are currently working with CHNA 22 on a subcommittee to complete the next Needs Assessment due December 2013.

Consultants/Other Organizations

Not Specified

Data Sources

Community Focus Groups, Hospital, Interviews, MassCHIP, Public Health Personnel, CHNA

Select Community Benefits Programs

Obesity

Brief Description or Objective

Because health statistics identified obesity and diabetes as a major issue in our community, the hospital's community benefits focus continued with efforts around ways to combat obesity and diabetes by offering educational tools to those individuals in need. Our target population was community-wide and our priorities included educational tools, exercise classes, and screenings. As part of the Community Health Needs assessment completed in December of 2010 we found that individuals considered exercising in the community to be unsafe and expensive, while also mentioning they had trouble affording healthy food and issues with preparing meals properly.

Program Type

Community Education, Health Screening, Outreach to Underserved

Target Population

- **Regions Served:** Abington, Bridgewater, Brockton, East Bridgewater, Holbrook, Randolph, Rockland, Stoughton, Taunton, West Bridgewater, Whitman
- **Health Indicator:** Other: Diabetes, Other: Nutrition, Overweight and Obesity
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description

To provide a low cost safe place for individuals to ease their way into an exercise regimen

Goal Status

Ongoing

Partners

Partner Name, Description Partner Web Address

Old Colony YMCA	www.oldcolonyymca.org
Brockton's Promise Healthy Start Team	www.brocktonspromise.org
Pioneering Healthy Communities Team	http://www.ymca.net/healthier-communities/

Contact Information

Hilary Lovell 680 Centre St. Brockton, MA. 508-941-7486, hlovell@signature-healthcare.org

Detailed Description

[Download/View Attachment](#) (683.65 KB)
File Name: zumba for kids flier.pdf

Nutrition/Diabetes education

Brief Description or Objective

According to Mass Chip Data between 2006-2008 the city of Brockton had 284.7 individuals per age adjusted rate of 100,00 were hospitalized due to Diabetes while the state of Massachusetts total was 136.8. On many occasions throughout fiscal 2012, our Signature Healthcare staff members offered information and hands on activities to the community. One major event employees from within Signature Healthcare took part in along with community partners was our first "Changing Diabetes Day". This event had many components: free screenings which included Vascular, A1C, Glucose & Cholesterol; a healthy cooking demonstration was offered, with the recipes of what was being prepared handed out; there was also a vendor area where community partners along with Departments from Signature Healthcare could highlight the services they provide specific to Nutrition & Diabetes. There was an exercise area outside, with Zumba for adults and an obstacle course for children. Lastly, few seminars were offered, including a physician panel, where the audience could ask a variety of professionals questions related to Diabetes. This event was a great success with

over 400 people in attendance and 165 of those screened.

Program Type

Community Education,Health Screening,Outreach to Underserved

Target Population

- **Regions Served:** Abington, Bridgewater, Brockton, East Bridgewater, Holbrook, Randolph, Rockland, Stoughton, Taunton, West Bridgewater, Whitman
- **Health Indicator:** Other: Diabetes, Other: Nutrition
- **Sex:** All
- **Age Group:** All
- **Ethnic Group:** All
- **Language:** All

Goals

Statewide Priority: Address Unmet Health Needs of the Uninsured, Promoting Wellness of Vulnerable Populations, Reducing Health Disparity

Goal Description

Educating the community on proper nutrition to lower risk of diabetes and obesity

Goal Status

Ongoing

Partners

Partner Name, Description Partner Web Address

Old Colony YMCA	www.oldcolonyymca.org
Brockton's Promise Healthy Start Team	www.brocktonspromise.org
Pioneering Healthy Communities Team	http://www.ymca.net/healthier-communities/

Contact Information

Hilary Lovell 680 Centre St. Brockton, MA. 02302, hlovell@signature-healthcare.org

Detailed Description

[Download/View Attachment](#)(1984.04 KB)
File Name: changing diabetes day 6-9-12 Sandra Ambrose.pdf

Expenditures

Program Type	Estimated Total Expenditures for FY2012	Approved Program Budget for 2012
Community Benefits Programs	Direct Expenses \$20,169 Associated Expenses Not Specified Determination of Need Expenditures \$20,169 Employee Volunteerism \$4,500 Other Leveraged Resources \$2,000	\$00 *Excluding expenditures that cannot be projected at the time of the report.
Net Charity Care	HSN Assessment \$1,374,628 HSN Denied Claims \$4,444 Free/Discount Care \$6,015,511 Total Net Charity Care \$7,394,583	
Corporate Sponsorships	\$20,000	
	Total Expenditures \$7,461,421	
Total Patient Care-Related Expenses for FY2012		\$191,937,928

Comments: None

Optional Information

Expenditures	Amount	
Community Service Programs	Direct Expenses	Not Specified
	Associated Expenses	Not Specified
	Determination of Need Expenditures	Not Specified
	Employee Volunteerism	Not Specified
	Other Leveraged Resources	Not Specified
Total Community Service Programs	Not Specified	
Bad Debt:	Not Specified Not Specified	
IRS 990:	Not Specified	